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February 14, 2014

The Honorable Jocelyn Boyd
Chief Clerk of the Commission
Public Service Commission of South Carolina
Post Office Drawer 11649
Columbia, South Carolina 29211

Re: In the Matter of Neustar, Inc., on Behalf of the South Carolina
Telecommunications Industry, for Approval of NPA Relief Plan for the 843 NPA
Docket No. 2013-207-C

Dear Ms. Boyd:

Enclosed for filing is a Status Report on Consumer Education Plans in the above-referenced matter.

By copy of this letter, I am serving all parties of record with a copy of this pleading as indicated on the attached Certificate of Service.

Sincerely,

A handwritten signature in black ink that reads "Patrick W. Turner". The signature is written in a cursive, flowing style.

Patrick W. Turner

PWT/nml
enclosure
cc: All Parties of Record
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BEFORE THE
PUBLIC SERVICE COMMISSION
OF SOUTH CAROLINA

In the Matter of the Petition of)	
Neustar, Inc., on Behalf of the South Carolina)	Docket No. 2013-207-C
Telecommunications Industry, For Approval of)	
NPA Relief Plan for the 843 NPA)	

STATUS REPORT ON CONSUMER EDUCATION PLANS

In compliance with the Commission's December 13, 2013 Order in this Docket,¹ AT&T South Carolina respectfully submits the attached Consumer Education Plan.

This Plan is supported by the Office of Regulatory Staff and the following affected telephone utilities: Bluffton Telephone Company, Inc.; Hargray Telephone Company, Inc.; Hargray, Inc.; Farmers Telephone Cooperative, Inc.; FTC Communications, LLC; FTC Diversified Services, LLC; Home Telephone ILEC, LLC d/b/a Home Telecom; Berkeley Cable Television, Inc. d/b/a Home Telecom; Horry Telephone Cooperative, Inc.; McClellanville Telephone Company d/b/a TDS Telecom; St. Stephen Telephone Company d/b/a TDS Telecom; Palmetto Rural Telephone Cooperative, Inc.; Palmetto Telephone Communications, LLC; Sandhill Telephone Cooperative, Inc.; United Telephone Company of the Carolinas LLC d/b/a CenturyLink; Embarq Communications, Inc. d/b/a CenturyLink Communications and Qwest Communications Company, LLC d/b/a CenturyLink; Sprint Spectrum, L.P., and Sprint Communications Company L.P. (collectively, "Sprint"); ALEC, LLC (certified CLEC).

¹ This Order requires telephone utilities directly impacted by the area code overlay the Commission adopted to file a status report on their consumer education plans, and it requests the ORS to work with telephone utilities in developing these plans.

Respectfully submitted this 14th day of February, 2014.



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ATTORNEY FOR AT&T

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Relief of the South Carolina 843 Numbering Plan Area (NPA)

Proposed Customer Education Plan

843/854 NPA Overlay

Activity	Description	Audience	Shared or Individual Service Provider Effort	Start Date	Date To Be Completed By
1	Effective date of decision approving 843 Area Code Overlay	NA	NA		COMPLETED
2	NANPA 843/854 Implementation Meeting	SC Office of Regulatory Staff and Industry	Shared		COMPLETED
3	Develop the SC 843/854 Area Code Overlay Industry Committee task force and identify volunteers (co-chairs) to lead the industry committee calls.	Industry	Shared		COMPLETED
4	A Press Release announcing the new 843Area Code Relief Plan	Statewide	Shared		June 2014
5	Initiate monthly industry committee calls	SC Office of Regulatory Staff and Industry	Co-chairs		July 2014
6	Overlay information distributed internally as job aid for customer service representatives/frontline personnel to answer customer questions. There should not be a need for Representatives to refer questions to the SC Office of Regulatory Staff.	Customer Service Representatives /frontline personnel	Individual		January 2015
7	843/854 Overlay update to industry websites.	All Carriers	Individual		January 2015
8	Special Letters sent out to inform the start of permissive dialing period: Letters to the Directory Publishers, Coin Phone Providers, Alarm Association, and 911 County Coordinators /PSAPs.	Industry Committee	Shared		February 2015
9	Customer Notification No. 1: Announce the new Area Code plan. Include permissive dialing information about 10-digit dialing and indicate the affected areas.	All Carriers	Individual		February 14, 2015
10	News release describing 843/854 Area Code relief plan for distribution within the 843 Area Code.	All Carriers/PSC	Shared		March 9, 2015
11	Begin Permissive Dialing				March 14, 2015
12	Second Special Letters sent out to inform the start of mandatory dialing: Letters to the Directory Publishers, Coin Phone Providers, Alarm Association, and 911 County Coordinators & PSAPs.	Industry Committee	Shared		August, 2015

Relief of the South Carolina 843 Numbering Plan Area (NPA)

Proposed Customer Education Plan

843/854 NPA Overlay

Activity	Description	Audience	Shared or Individual Service Provider Effort	Start Date	Date To Be Completed By
13	Customer Notification No. 2: Final notification to alert the mandatory local 10 digit dialing changes in the affected areas and the activation of the new 854 Area Code.	All Carriers	Individual		August 19, 2015
14	Complete implementation of recorded announcement equipment in preparation for mandatory dialing.	All Carriers	Shared		August 19, 2015
15	News release describing start of mandatory 10-digit local dialing begins in the 843 area code region.	Statewide	Shared		September 14, 2015
16	Begin Mandatory Dialing	All Carriers	Shared		September 19, 2015
17	The new 854 NPA Code Activation begins: New 854 telephone numbers can be assigned and implementation completed				October 19, 2015

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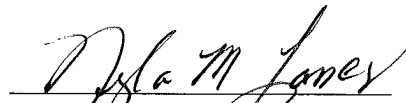
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